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Everything You Ever Wanted To Know About



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*A List of Frequently Asked Questions
and Helpful Tips from
Solid Waste Management*



Mayor Willie W. Herenton

DEAR MEMPHIANS,

The following guide should answer most of your questions about solid waste services provided by the City of Memphis. We ask that you take a few moments to familiarize yourself with this important information and remember to keep it handy for future reference.

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Q: What day is my collection day?

A: Your home or business will be assigned a collection day when you begin services. If you do not know your collection day, please call **576-6851**, or visit our website at **www.memphiswaste.org**. Commercial businesses should call **576-6851**.

Q: What time should I have my waste at the curb?

A: On your assigned collection day, place your garbage cart, recycling bin and yard waste at curbside by 7:00 a.m. Your garbage cart and recycling bin must be removed from the curb by 7:30 p.m. that same day. Remember, each container will be serviced by a different truck. Weather, traffic, volume of waste and other factors may affect the time of your collection.

Q: What happens on holidays?

A: Everyone will receive garbage and recycling collection on holiday weeks, however, collections may be on a day other than your normal day during holiday weeks. There are several ways by which you can access holiday information:

1. If your home is affected by a holiday, a brightly colored holiday notice will be left under the lid of your garbage cart the week before the holiday, informing you of next week's schedule.
2. Holiday collection schedules are normally published in The Commercial Appeal prior to holidays.
3. Call the Holiday Information Line at **576-6650** (available anytime).

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4. Visit -

www.memphiswaste.org/holiday/holiday.htm
for all holiday schedules.

5. Annual holiday notices are delivered to homes in January each year, listing all holiday collection schedules. Watch for these notices under the lid of your garbage cart.

IF HOLIDAY FALLS ON:	THAT DAY'S PICK-UP IS ON:
MONDAY	TUESDAY
TUESDAY	WEDNESDAY
WEDNESDAY	THURSDAY
THURSDAY	FRIDAY
FRIDAY	THURSDAY
THURSDAY (Thanksgiving)	TUESDAY
FRIDAY (After Thanksgiving)	WEDNESDAY

Holiday Yard Waste: Yard waste collection will be limited during all holiday weeks.

CITY OBSERVED HOLIDAYS

New Years Day (January 1)

Martin Luther King's Birthday
(3rd Monday in January)

Martin Luther King Memorial
(April 4)

Good Friday (Friday before Easter)

Memorial Day (Last Monday in May)

Independence Day (July 4)

Labor Day (First Monday in September)

Thanksgiving Day
(4th Thursday in November)

Friday After Thanksgiving

Christmas Eve (December 24)

Christmas Day (December 25)

Waste Preparation Tips

Household Garbage (Cart)

DO:

- Load and arrange trash items to maximize space.
- Break down boxes and rigid containers.
- Bag or wrap all food waste (limits odors).
- If possible, refrigerate or freeze foodwastes until collection day (limits cart odors).

DON'T:

- Use 90 gallon cart for recyclable items.
- Place uncontained food waste directly into cart.
- Leave cart's lid open or unsecured.

Curbside Recycling

DO:

- Follow recycling guide for list of recyclable materials. No sorting necessary.
- Place your recycling bin in a convenient location.
- Place newspaper and magazines in PAPER, grocery bags only (no plastic bags please).
- Empty all bottles and cans, labels OK (rinsing optional).
- Remove plastic bottle lids, crushing plastic will conserve bin space.
- Place your bin out every week regardless of the amount. This may encourage others to participate.
- Follow your holiday schedule.
- Place excess recyclables in paper bags next to your recycling bin.

DON'T:

- Place items in your bin that are not listed in your recycling guide. (Unacceptable items will be left in your bin for your disposal)
- Use plastic bags for any recycling purpose.
- Scavenge items from carts or bins.

(IT'S ILLEGAL!)

Q: Who does the City serve?

A: The City collects waste from single family homes and multifamily housing of seven units or less. Private residential developments and multifamily housing of eight or more units are required to secure private waste collection services.

Q: What about service for my business?

A: The City provides weekly collection for commercial customers which generate between 90 gallons (1 cart) and 540 gallons (6 carts) of solid waste per week. Businesses generating more than 540 gallons per week must secure collection from a licensed private waste hauler. Solid waste fees are billed monthly on MLGW utility bills, based on the volume of waste generated. For commercial waste collection information, call **576-6851**.

Q: How should I care for my containers?

A: Occasionally rinsing your 90 gallon cart and 18 gallon recycling bin with a mild detergent will help to reduce odors and flying insects. To avoid damage to cart and service equipment, please be mindful not to overload your container. For lost or damaged carts or recycling bins, call **576-6851**.

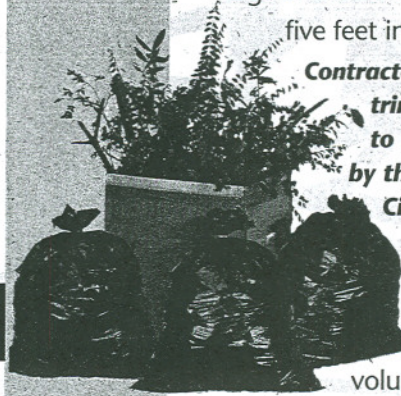


Q: What should I do with it?

Yard waste

A: Place leaves and grass in disposable bags or boxes for collection. Normal amounts of yard waste are collected by rear loader type trucks on your regular service day. Excessive amounts may require specialized equipment and scheduling, thus causing delays. Seasonal large volumes of yard waste, weather and holidays may also affect the time or day of your collection (your patience is appreciated). It is not necessary to call the city when excessive amounts are generated. Limbs or logs in excess of three inches in diameter and five feet in length will not be collected.

Contractors providing tree cutting or trimming services are required to remove all material generated by their services as specified by City Ordinance (section 15-18).



Leave it to us!

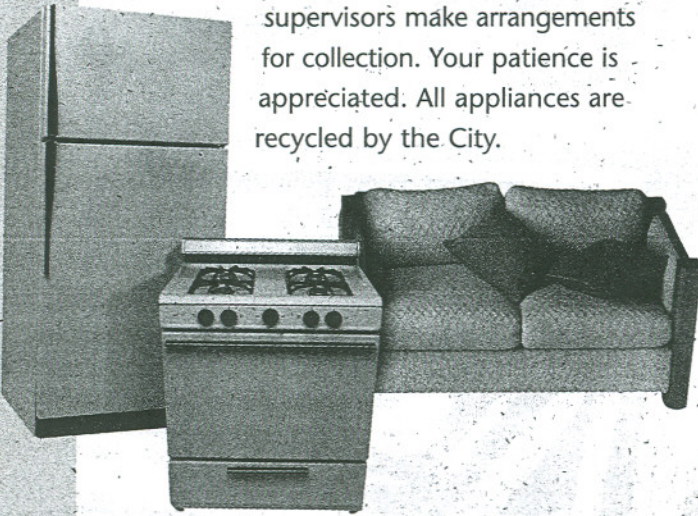
During the seasonally high volume leaf period (Nov. - Jan.) the collection of bagged leaves may occur on days other than your normal collection day. Your patience is appreciated during this time. Please do not blow or rake leaves into streets as they may clog storm drains. Please do not use excessively large yard bags (over 40 gallons) for grass or leaves as they present collection difficulties for crews and equipment. Most yard waste is recycled into mulch and compost at the City's EARTH Complex in Southwest Memphis. Backyard composting is encouraged. For information call **576-6851**.

Appliances & Bulky Items

Place large appliances and bulky items such as refrigerators, freezers, washing machines, dryers, and water heaters at curbside.

For safety, please secure appliance doors properly. It is not necessary to call the city when placing these items at curbside.

Allow a minimum of one week while supervisors make arrangements for collection. Your patience is appreciated. All appliances are recycled by the City.



Excess Material

Place household garbage in disposable containers, such as plastic bags, next to your 90 gallon cart at curbside. Place excess recyclables next to your bin in paper bags only. Remember that very large amounts of trash or yard waste may require special collection and equipment, causing temporary delays. Service will be scheduled as soon as possible. Thank you for your patience.

Household Hazardous Waste

Memphis residents can discard household hazardous waste annually at sites designated by the City. You'll be notified in advance regarding acceptable items, date of event, time and location. For assistance, please call **576-6851**.

Construction and Demolition Debris

City ordinance prohibits us from removing dirt, brick, rock, concrete, scrap lumber, roofing or any other debris generated as a result of construction or demolition. Also, contractors who generate this type of waste are required by City ordinance to remove such waste upon completion of work.

Tires

Homes or businesses serviced by the City may place up to four tires, sizes up to 11" x 22.5" at curbside for free collection by the City (no rims please). Since tires cannot be landfilled, separate collection from other waste must be made. Therefore, allow a minimum of one week while supervisors make the appropriate collection arrangements. Your patience is appreciated. For more information, call **576-6851**.

Dead Animals

For **FREE** dead animal removal, call **353-3897**.

recycle Memphis

It all revolves around you

Q: Where does the City's solid waste and recycling go?

A: The City's trash and garbage is hauled to two Class I landfills: BFI North Shelby Landfill (7110 Old Millington Road, 872-7258) and the BFI South Shelby Landfill (5494 Malone Road, 794-8071). Residents may also haul up to three cubic yards of waste in passenger type vehicles and half ton vehicles at no charge. Recyclable materials are processed at the City's recycling facility located at 3197 Farrisview Blvd. The public may also drop off recyclable items at Recycling Convenience centers located throughout the city. For information on the nearest recycling center, call **576-6851**.

Q: Why should I recycle?

A: For the same reasons we do! First of all, recycling is the responsible way to handle solid waste. It's more cost effective than landfilling, and reduces the need for higher subsidies and fees. But more importantly, when we all work together, we're better able to conserve our natural resources to meet the needs of everyone in the community. That's why we encourage every individual and family to do their part.

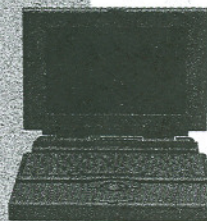
Q: Who do I call for help?

A: Here is a list of our customer service hotlines. If you have any specific questions or have been overlooked for any of the following services, please call the corresponding phone number.

Garbage, Yard Waste & Recycling	576-6851
New Service Startup	576-6851
Damaged or Lost Garbage Carts	576-6851
Solid Waste Fees,	576-6851
Recycling Information	576-6851
Tires	576-6851
Household Hazardous Waste	576-6851
Dead Animal Removal	353-3897
Holiday Collection Information	576-6650
Mayor's Citizen Service Center	576-6500

Q: Does Solid Waste Management have a website?

A: For all the information in this brochure and more, visit the City of Memphis Bureau of Solid Waste Management website at **www.memphiswaste.org**. The site also links to the City of Memphis website.



City of
Memphis



Division of Public Works
Solid Waste Management